

<b>FORM HDP-1449 (Based on Form PTO-1449)</b>  <b>PATENT AND TRADEMARK OFFICE</b> <b>INFORMATION DISCLOSURE CITATION</b> (Use several sheets if necessary)  Sheet 1 of 1	ATTORNEY DOCKET NO.	SERIAL NO.
	7784-000650/US	10/629,727
	APPLICANT	
	Guy B. Olney	
	FILING DATE	GROUP
	July 29, 2003	3623

**U.S. PATENT DOCUMENTS**

Ref. Desig.	Examiner's Initials	Document Number	Date	Name	Class/ Subclass	(If appropriate) Filing Date
1.		6,154,753	11/28/2000	McFarland		
2.		6,256,773	7/3/2001	Bowman-Armuah		
3.		US 2002/0123983	9/5/2002	Riley et al.		10/19/2001

**FOREIGN PATENT DOCUMENTS**

Ref. Desig.	Examiner's Initials	Document Number	Date	Country	Class/ Subclass	Translation Yes	No
1.							

**OTHER DOCUMENTS (including Author, Title, Date, Pertinent Pages, etc.)**

Ref. Desig.	Examiner's Initials	
1.		Olney, G.B., Continuous Cost and Quality Improvement: AN MIS Case Study, The 19th International Conference for the Management and Performance Evaluation of Enterprise Computing Systems, December 5-10, 1993; Pages 2, 6; Figures 1, 9
2.		Greinker, Lynn, Pink Elephant Leads Quiet Stampeded to ITIL, Computing Canada, September 1, 2000
3.		Merant PVCS Tracker: Issue and Change Management Solution: Reviewer's Guide, 2000
4.		Best Practice for Service Support, Great Britain Office of Government Commerce, 2000, ISBN 0113300158, Pages 7, 17, 27, 71, 95, 165; Figures 1.2, 3.1, 5.2
5.		Copy of International Search Report and Written Opinion Dated: September 21, 2007 13 pages

Examiner: /Scott Jarrett/

Date Considered: 03/25/2008

EXAMINER: Please initial if citation considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /S.J./